

## Disability Services Script

1. Hi my name is \_\_\_\_\_ and I am with the state developmental disabilities planning council. I am calling to see who with the city I can talk to about disability access complaints( If talking to the person skip to B)
2. What is his/her phone number? Thank you.

### Call person

- Hi my name is \_\_\_\_\_ and I am with the state developmental disabilities planning council. I am calling to see if you are the person who handles disability complaints for \_\_\_\_\_(town name) in your city/town?
- We were calling to see if you get any ADA complaints regarding access in your town? How often does that happen? How do you typically handle them? Do you need any additional training or resources to help you?

We also wanted to know if you have a mayor's commission on disability there? (If yes) Who is the contact person for it and how can I reach him/her?

### Public Policy comments:

- Include text to ensure that we are supportive and do not come off as adversarial
- Include the person's title who is serving as ADA Coordinator
- Ask about ADA Transition Plan